

Appendix One:

Tables of Community Provider Survey Results

Question 1: Are there any factors that are limiting your organisation?

Table 1.1: Limitations for Health organisations

Issue	Comments	Number of Responses	% of Respondents
Funding Inadequacies	Required to meet staffing, resource, facilities and programme discrepancies.	51	46%
Inadequate contract arrangements	Inability to meet demands given restrictive contracts and associated out of date/unrealistic funding.	10	9%
General staffing inadequacies	An in ability to locate, train or appropriately reward adequate numbers of staff with the appropriate expertise.	22	20%
Staffing inadequacies relating to gender	A particular lack of male volunteers.	2	2%
Staffing inadequacies relating to ethnicity	Difficulty of locating skilled Maori staff to meet the high demand of Maori families	2	2%
Lack of volunteers	Shortage of appropriate people with the time and commitment.	6	5%
Lack of facilities	Inadequacies differ depending on the nature of the service offered, but generally relate to the necessity for physical expansion in order to meet demand.	10	9%
Client accessibility	Inability to provide transport to remote services.	1	1%
Lack of public support	Organisation viewed poorly by the wider public.	1	1%
Bureaucratic barriers	Procedural limitations regarding receipt of funds, administrative requirements and a perceived lack of co-ordination among	4	3.5%

	government departments.		
Lack of exposure/ community awareness	Potential clients are missing out due to a lack of community knowledge of the services provided. Could be remedied if the funds for advertising were available.	4	3.5%

Table 1.2: Limitations for Knowledge and Skills organisations

Issue	Comments	Numbers of Responses	% of Respondents
Funding Inadequacies	To meet the demands of both existing and potential customers.	33	52%
Inadequate contract arrangements	Inability to meet demands given restrictive contracts and associated out of date/unrealistic funding.	1	1.6%
General staffing inadequacies	Particularly, relating to an inability to maintain adequate numbers and to appropriately reward staff for the work they do.	10	16%
Staffing inadequacies relating to ethnicity	Difficulty of locating skilled Maori staff to meet the high demand of Maori families.	1	1.6%
Lack of volunteers	Shortage of appropriate people with the time and commitment.	5	8%
Lack of facilities	Limiting both the expansion and the capacity of existing and potential services.	8	12.5%
Client accessibility	Inability to provide transport to remote services.	1	1.6%
Lack of government support	Unwillingness of MSD to work with community organisation.	1	1.6%
Client characteristics	Specific to the type of service; changing needs of client base; unwilling referrals.	2	3%
Information gaps	Lack of information on the needs of the community.	1	1.6%

Lack of public exposure	Potential clients are missing out due to a lack of community knowledge of the services provided.	1	1.6%
Lack of patronage	Vacancies in the programme (pre-school and nursery services).	2	3%
Bureaucratic barriers	Governance & management issues; lack of co-ordination among providers	2	3%

Table 1.3: Limitations for Safety and Security organisations

Issue	Comments	Numbers of Responses	% of Respondents
Funding inadequacies	Required to meet staffing, resource, facilities and programme discrepancies.	22	55%
Inadequate contract arrangements	Inability to meet demands given restrictive contracts and associated levels of funding.	3	7.5%
General staffing inadequacies	Lack of funding and resources to employ more staff and manage more volunteers.	12	25%
Staffing inadequacies relating to ethnicity	Difficulty of locating skilled Maori staff to meet the high demand of Maori families.	2	5%
Staffing inadequacies relating to gender	A particular lack of male volunteers and associated need for staff to work with males.	4	10%
Staff health	Worker absence, due to ill physical health & stress related illness.	1	2.5%
Lack of volunteers	Shortage of appropriate people with the time and commitment	4	10%
Lack of facilities	Limiting both the expansion and the capacity of existing and potential services	3	7.5%
Lack of public awareness	Potential clients are missing out due to a lack of community knowledge of the services	3	7.5%

	provided.		
Bureaucratic barriers	Compliance: time and training costs eg OSH.	1	2.5%

Table 1.4: Limitations for Social Connectedness organisations

Issue	Comments	Numbers of responses	% of Respondents
Funding inadequacies	Required to meet staffing, resource, facilities and programme discrepancies.	17	45%
Inadequate contract arrangements	Inability to meet demands given restrictive levels of funding.	3	8%
General staffing inadequacies	Inhibiting ability to extend service hours and maintain required level of expertise.	11	30%
Staffing inadequacies relating to ethnicity	Difficulty of locating skilled Maori staff to meet the high demand of Maori families.	1	3%
Staffing inadequacies relating to gender	A particular lack of male volunteers and an associated need for staff to work with males.	1	3%
Lack of volunteers	Shortage of appropriate people with the time and commitment.	3	8%
Lack of facilities	Inadequate size/availability of facilities, inability to provide better equipment to clients.	7	19%
Lack of public awareness	Potential clients are missing out due to a lack of community knowledge of the services provided.	2	5%
Bureaucratic barriers	Procedural limitations regarding administrative requirements and a perceived lack of co-ordination among Govt. departments	2	5%
Information gaps	Lack of information on the needs of the	1	3%

	community		
Lack of government support	Unwillingness of MSD to work with community organisation	1	3%

Table 1.5: Limitations for Human Rights organisations

Issue	Comments	Numbers of responses	% of Respondents
Funding inadequacies	Required to meet staffing, resource, facilities and programme discrepancies.	9	31%
Inadequate contract arrangements	Inability to meet demands given restrictive levels of funding.	3	10%
General staffing inadequacies	Inhibiting ability to extend service hours and maintain required level of expertise.	5	17%
Staffing inadequacies relating to ethnicity	Difficulty of building a multi-cultural staff base.	2	7%
Lack of volunteers	Type specific : Mothers and young people.	2	7%
Lack of facilities	Inadequate size/availability of facilities.	5	17%
Lack of public awareness	Potential clients are missing out due to a lack of knowledge of the services provided.	2	7%
Bureaucratic barriers	Governance & management issues; lack of co-ordination among providers.	3	10%
Lack of public support	Organisation viewed poorly by the wider public.	1	3.5%

Table 1.6: Limitations for Paid Work organisations

Issue	Comments	Numbers of responses	% of Respondents
Funding Inadequacies	Required to meet staffing, resource, facilities and programme discrepancies.	6	40%
General Staffing inadequacies	Inhibiting ability to extend service hours and maintain required level of expertise.	3	20%
Lack of Facilities	Inadequate size/availability of facilities.	3	20%
Bureaucratic barriers	Lack of co-ordination among strategies (food banks).	1	6.6%
Lack of government support	Unwillingness of MSD to work with community organisation.	1	6.6%
Lack of public awareness	Potential clients are missing out due to a lack of knowledge of the services provided.	1	6.6%

Table 1.7: Limitations for Economic Standard of Living organisations

Issue	Comments	Numbers of responses	% of Respondents
Funding Inadequacies	Required to meet staffing, resource, facilities and programme discrepancies.	5	33%
Inadequate contract arrangements	Inability to meet demands given restrictive levels of funding.	2	13%
General staffing inadequacies	Inhibiting ability to extend service hours and maintain required level of expertise.	2	13%
Bureaucratic barriers	Lack of co-ordination among strategies (Food banks).	1	6.6%
Lack of government support	Unwillingness of MSD to work with community organisation.	1	6.6%
Lack of facilities	Inadequate size/availability of facilities.	2	13%

Table 1.8: Limitations for Sport and Recreation organisations

Issue	Comments	Numbers of responses	% of Respondents
Funding inadequacies	Required to meet staffing, resource, facilities and programme discrepancies.	9	60%
General staffing inadequacies	Inhibiting ability to extend service hours and maintain required level of expertise.	5	33%
Lack of facilities	Inadequate size/availability of facilities.	1	6.6%
Lack of volunteer support	Shortage of appropriate people with the time and commitment.	1	6.6%
Client accessibility	Location creating barriers to use.	1	6.6%
Information gaps	Lack of information on the needs of the community.	1	6.6%

Table 1.9: Limitations for Arts, Crafts and Hobbies organisations

Issue	Comments	Numbers of responses	% of Respondents
Funding inadequacies	Required to meet staffing, resource, facilities and programme discrepancies.	5	41%
General staffing inadequacies	Inhibiting ability to extend service hours and maintain required level of expertise.	3	25%
Staffing inadequacies relating to gender	A particular lack of male volunteers and an associated need for staff to work with males.	3	25%
Lack of volunteer support	Shortage of appropriate people with the time and commitment.	1	8%
Lack of facilities	Inadequate size/availability of facilities or equipment for clients.	2	17%
Information gaps	Lack of information on the needs of the community.	1	8%

Table 1.10: Limitations for Kaupapa Maori and Culture and Identity organisations

Issue	Comments	Numbers of responses	% of Respondents
Funding inadequacies	Required to meet staffing, resource, facilities and programme discrepancies.	3	21%
Inadequate contract arrangements	Inability to meet demands given restrictive levels of funding.	2	14%
General staffing inadequacies	Inhibiting ability to extend service hours and maintain required level of expertise.	4	28%
Staffing inadequacies relating to ethnicity	Difficulty of locating skilled Maori staff to meet the high demand of Maori families.	6	42%
Bureaucratic barriers	Lack of co-ordination among strategies (food banks).	1	7%
Lack of facilities	Inadequate size/availability of facilities or equipment for clients.	2	14%

Question 2: Are there any factors that are limiting your ability to provide the standard/ quality of service that you would like to provide?

Table 2.1: Quality of service issues for Health organisations

<i>Issue</i>	<i>Comments</i>	<i>Numbers of responses</i>	<i>% of Respondents</i>
Inadequate and unstable funding	Required to meet staffing, resource, facilities and programme discrepancies.	26	23.4%
Fundraising	Encroaching upon time and resource constraints of organisations.	2	1.8%
Cost to clients	Reduces effectiveness of service in reaching all those in need.	1	1%
Inadequate staffing	Too expensive/Inability to offer adequate, ongoing and secure wages to maintain sufficient numbers.	17	15%
Staff training	A critical and ongoing additional cost.	2	1.8%
Staff expertise	A need for personnel in the area of male parenting, male sexual abuse and for Refugee Resettlement Support	2	1.8%
Facilities	Need upgrading/made more comfortable/ made to cater to actual clientele	6	5.4%
Bureaucratic requirements	Compliance costs that encroach upon already stretched staff time and resources.	3	2.7%
Inadequate contract arrangements	Diminishing the quality and quantity of services provided/ creation of over worked and under paid staff.	6	5.4%
Growing waiting lists	Placing pressure on service providers reluctant to compromise the quality of services provided.	4	3.6%
Premises	Need for bigger or more accessible.	3	2.7%
Lack of volunteers	Shortage of appropriate people with the time and commitment.	1	1%
Lack of	Potential clients are missing out due to a lack	1	1%

community awareness	of community knowledge of the services provided.		
Information gaps	Need to expand research to enhance effectiveness of service.	1	1%
Lack of co-ordination	Greater organisation would facilitate better follow up treatment.	1	1%
Standards	Conflicting standards among different bodies.	1	1%
Legislation	No longer relevant and needs re-writing.	1	1%

Table 2.2: Quality of service issues for Knowledge and Skills organisations

Issue	Comments	Numbers of responses	% of Respondents
Inadequate and unstable funding	Required to meet staffing, resource, facilities and programme discrepancies.	13	21%
Inadequate staffing	Too expensive/Inability to offer adequate, ongoing and secure wages to maintain sufficient numbers.	8	13%
Staff expertise	A need for personnel in the area of male parenting, male sexual abuse and for Refugee Resettlement Support.	1	1.5%
Facilities	Need upgrading/made more comfortable/ made to cater to actual clientele.	6	9.5%
Bureaucratic requirements	Compliance costs that encroach upon already stretched staff time and resources.	1	1.5%
Inadequate contract arrangements	Diminishing the quality and quantity of services provided/ creation of over worked and under paid staff.	2	3%
Growing waiting lists	Placing pressure on service providers reluctant to compromise the quality of services provided	2	3%
Lack of	Shortage of appropriate people with the time	2	3%

volunteers	and commitment.		
Information gaps	Need to expand research to enhance effectiveness of service.	1	1.5%

Table 2.3: Quality of service issues for Safety and Security organisations

Issue	Comments	Numbers of responses	% of Respondents
Inadequate and unstable funding	Required to meet staffing, resource, facilities and programme discrepancies. Would also facilitate the evaluation of existing services.	11	27.5%
Fundraising	Encroaching upon time and resource constraints of organisations.	1	2.5%
Inadequate staffing	Too expensive/Inability to offer adequate, ongoing and secure wages to maintain sufficient numbers of qualified staff.	7	17.5%
Staff expertise	A need for personnel in the area of male parenting, male sexual abuse and for Refugee Resettlement Support.	2	5%
Facilities	Need upgrading/made more comfortable/ made to cater to actual clientele.	3	7.5%
Premises	Need to be more accessible.	1	2.5%
Bureaucratic requirements	Compliance costs that encroach upon already stretched staff time and resources.	3	7.5%
Lack of volunteers	Shortage of appropriate people with the time and commitment.	1	2.5%
Lack of community awareness	Potential clients are missing out due to a lack of community knowledge of the services provided.	1	2.5%
Information gaps	Need to expand research to enhance effectiveness of service.	1	2.5%

Table 2.4: Quality of Service Issues for Social Connectedness organisations

Issue	Comments	Numbers of responses	% of Respondents
Inadequate and unstable funding	Required to meet staffing, resource, facilities and programme discrepancies.	9	24%
Inadequate staffing	Too expensive/Inability to offer adequate, ongoing and secure wages to maintain sufficient numbers.	3	8%
Staff training	A critical and ongoing additional cost.	2	5.4%
Staff expertise	A need for personnel in the area of male parenting, male sexual abuse and for Refugee Resettlement Support.	1	2.7%
Facilities	Need upgrading/made more comfortable/ made to cater to actual clientele.	6	16%
Bureaucratic requirements	Compliance costs that encroach upon already stretched staff time and resources.	1	2.7%
Inadequate contract arrangements	Diminishing the quality and quantity of services provided/ creation of over worked and under paid staff.	1	2.7%
Premises	Need to be more accessible.	2	5.4%
Lack of volunteers	Shortage of appropriate people with the time and commitment.	2	5.4%

Table 2.5: Quality of service issues for Human Rights organisations

Issue	Comments	Numbers of responses	% of Respondents
Inadequate and unstable funding	Required to meet staffing, resource, facilities and programme discrepancies.	7	24%
Inadequate staffing	Too expensive/Inability to offer adequate, ongoing and secure wages to maintain sufficient numbers.	4	14%
Staff training	A critical and ongoing additional cost	1	3.4%
Facilities	Need upgrading/made more comfortable/	1	3.4%

	made to cater to actual clientele.		
Bureaucratic requirements	Compliance costs that encroach upon already stretched staff time and resources	2	6.9%
Premises	Need for bigger or more accessible.	3	10%
Lack of volunteer	Shortage of appropriate people with the time and commitment.	1	3.4%
Lack of co-ordination	Fragmentation of service provision.	1	3.4%

Table 2.6: Quality of service issues for Paid Work organisations

Issue	Comments	Numbers of responses	% of Respondents
Inadequate and unstable funding	Required to meet staffing, resource, facilities and programme discrepancies.	7	47%
Inadequate staffing	Too expensive/Inability to offer adequate, ongoing and secure wages to maintain sufficient numbers.	2	13%
Inadequate contract arrangements	Diminishing the quality and quantity of services provided/ creation of over worked and under paid staff.	1	6.7%
Facilities	Need upgrading/made more comfortable/ made to cater to actual clientele.	1	6.7%
Premises	Need to be more accessible.	1	6.7%

Table 2.7: Quality of service issues for Economic Standard of Living organisations

Issue	Comments	Numbers of responses	% of Respondents
Inadequate and unstable funding	Required to meet staffing, resource, facilities and programme discrepancies.	4	27%
Inadequate staffing	Too expensive/Inability to offer adequate, ongoing and secure wages to maintain sufficient numbers.	2	13%

Facilities	Need upgrading/made more comfortable/ made to cater to actual clientele.	1	6.7%
Premises	Need for bigger or more accessible.	1	6.7%
Lack of volunteers	Shortage of appropriate people with the time and commitment.	2	13%

Table 2.8: Quality of service issues for Sport and Recreation organisations

Issue	Comments	Numbers of responses	% of Respondents
Inadequate and unstable funding	Required to meet staffing, resource, facilities and programme discrepancies.	3	20%
Inadequate staffing	Too expensive/Inability to offer adequate, ongoing and secure wages to maintain sufficient numbers.	5	33%
Inadequate contract arrangements	Diminishing the quality and quantity of services provided/ creation of over worked and under paid staff	1	6.7%
Facilities	Need upgrading/made more comfortable/ made to cater to actual clientele.	2	13%
Lack of volunteers	Shortage of appropriate people with the time and commitment.	1	6.7%

Table 2.9: Quality of service issues for Arts, Crafts and Hobbies organisations

Issue	Comments	Numbers of responses	% of Respondents
Inadequate and unstable funding	Required to meet staffing, resource, facilities and programme discrepancies.	2	16.7%
Inadequate staffing	Too expensive/Inability to offer adequate, ongoing and secure wages to maintain sufficient numbers.	3	25%
Inadequate contract arrangements	Diminishing the quality and quantity of services provided/ creation of over worked and under paid staff.	1	8.3%

Facilities	Need upgrading/made more comfortable/ made to cater to actual clientele.	4	33.3%
Premises	Need to be bigger.	1	8.3%
Lack of volunteers	Shortage of appropriate people with the time and commitment.	1	8.3%

Table 2.10: Quality of service issues for Kaupapa Maori and Culture and Identity organisations

<i>Issue</i>	<i>Comments</i>	Numbers of responses	% of Respondents
Inadequate and unstable funding	Required to meet staffing, resource, facilities and programme discrepancies.	5	36%
Inadequate staffing	Too expensive/Inability to offer adequate, ongoing and secure wages to maintain sufficient numbers.	2	14%
Facilities	Need upgrading/made more comfortable/ made to cater to actual clientele.	1	7%
Bureaucratic requirements	Compliance costs that encroach upon already stretched staff time and resources.	1	7%
Premises	Need for bigger or more accessible.	1	7%
Lack of volunteers	Shortage of appropriate people with the time and commitment.	1	7%

Question 3: Do you believe there is a need for additional services in your local community or sector?

Table 3.1: Suggestions for additional services by Health organisations

<i>Issue</i>	<i>Comments</i>	<i>Numbers of responses</i>	<i>% of Respondents</i>
Funding restrictions	Current services are adequate but could be improved with more funding.	6	5.4%
Lack of public Awareness	Service is well provided but many are missing out due to limited knowledge of the services available.	6	5.4%
Families and young parents	Parenting courses; support for young parents, particularly with children with complex/mental health needs; guidance for parent-teen relationships; abortion support.	13	12%
Preschool services	Particularly for children with special needs.	1	9%
Respite care	For stressed mothers, parents of children with poor mental health.	3	2.7%
Male staff	A particular need for male child workers and to provide advice to new/single fathers.	4	3.6%
Maori staff	Particularly, counsellors for victims of sexual abuse and in Stopping Violence programmes.	4	3.6%
Networking and consolidating	Service 'stock take' to discover gaps in provision and enable greater coordination.	3	2.7%
Youth/child minding	Greater provision of holiday care/out of school care and better day care services for working parents.	4	3.6%
Services for youth	Social work, drug and alcohol, recreation, mental health.	4	3.6%
Accessibility	Increased accessibility through establishment of community centres; Services to cover all schools.	5	4.5%
Community	Supported living in the community	1	9%

based care	residential care		
Disability services	A continual need for improvement/ expansion of capacity.	1	9%
Drug and alcohol support	Residential care; support for using parents; counselling services; youth specific services.	1	9%
Gambling	Potential for introduction to Pacific Island Evaluation.	1	9%
Mental health services	Work schemes	1	9%
Multicultural services	A need for interpreters/ bilingual service workers	3	2.7%
Services for refugees	Social work, Mental health, older people, youth	1	9%
Poverty	Individual Case Management to break the poverty cycle	1	9%
Sexual Abuse	A house for women who are victims of sexual abuse	1	9%
Religious	A need for more chaplains in hospitals	1	9%
Volunteers	Diminished support base	1	9%

Table 3.2: Suggestions for additional services by Knowledge and Skills organisations

Issue	Comments	Numbers of responses	% of Respondents
Funding restrictions	Current services are adequate but could be improved with more funding	3	4.7%
Lack of Public Awareness	Service is well provided but many are missing out due to limited knowledge of the services available	3	4.7%
Families and young parents	Parenting courses; support for young parents, particularly with children with	4	6.3%

	complex/mental health needs; Guidance for parent-teen relationships;		
Respite Care	For stressed mothers, parents of children with poor mental health.	1	1.5%
Male Staff	To provide advice to new/single fathers	1	1.5%
Maori Staff	Particularly, counsellors for victims of sexual abuse and in Stopping Violence programmes.	3	4.7%
Networking and consolidating	Service 'stock take' to enable greater coordination and ensure that doubling up does not occur.	1	1.5%
Youth/Child minding	Greater provision of holiday care and out of school care.	3	4.7%
Services for youth	Generally; recreational; drug and alcohol.	8	12.7%
Accessibility	Services to cover all schools.	1	1.5%
Community based care	Supported living in the community, residential care.	3	4.7%
Disability services	A continual need for improvement/ expansion of capacity.	1	1.5%
Drug and alcohol support	Residential care; support for using parents; counselling services; youth specific services.	2	3%
Information technology	Greater internet access for communities.	1	1.5%
Mental health services	Work schemes; programmes in schools.	1	1.5%
Poverty	Individual case management to break the poverty cycle; budget advice.	1	1.5%
Services for refugees	Social work, Mental health, older people, and youth.	1	1.5%
Staff	Inadequate numbers.	1	1.5%
Volunteers	Diminished support base.	1	1.5%

Table 3.3 Suggestions for additional services by Safety and Security organisations

Issue	Comments	Numbers of responses	% of Respondents
Funding restrictions	Current services are adequate but could be improved with more funding, also eg. for evaluation of services.	4	10%
Lack of Public Awareness	Service is well provided but many are missing out due to limited knowledge of the services available	2	5%
Families and young parents	Parenting courses; support for young parents, particularly with children with complex/mental health needs; guidance for parent-teen relationships.	9	22.5%
Respite care	For stressed mothers, parents of children with poor mental health.	1	2.5%
Male staff	To provide advice to new/single fathers.	1	2.5%
Maori staff	Particularly, counsellors for victims of sexual abuse and in Stopping Violence programmes.	3	7.5%
Youth/ child minding	Greater provision of holiday care and out of school care.	2	5%
Accessibility	Increased accessibility through establishment of community centres/ better location	2	5%
Community based care	Supported living in the community, residential care; older people.	3	7.5%
Disability services	A continual need for improvement/expansion of capacity.	1	2.5%
Drug and alcohol support	Counselling services.	1	2.5%
Gambling	Potential for introduction to Pacific Island Evaluation.	1	2.5%
Multicultural services	A need for interpreters.	1	2.5%

Prevention and rehabilitation	More intervention for clients at the 'tougher end' of the spectrum.	3	7.5%
Services for refugees	Social work, mental health, older people, youth.	1	2.5%
Sexual abuse	Education and prevention programmes.	1	2.5%
Violence	Greater counselling for victims of violence.	1	2.5%

Table 3.4: Suggestions for additional services by Social Connectedness organisations

<i>Issue</i>	<i>Comments</i>	Numbers of responses	% of Respondents
Funding restrictions	Current services are adequate but could vastly be improved by more funding.	3	8%
Lack of public awareness	Service is well provided but many are missing out due to limited knowledge of the services available.	3	8%
Families and young parents	Parenting courses; support for young parents, particularly with children with complex/mental health needs; guidance for parent-teen relationships; abortion Support.	6	16%
Preschool services	Particularly for children with special needs.	2	5.4%
Respite care	For stressed mothers, parents of children with poor mental health.	1	2.7%
Maori staff	Particularly, counsellors for victims of sexual abuse and in Stopping Violence programmes.	1	2.7%
Youth/ child minding	Greater provision of holiday care and out of school care.	1	2.7%
Services for youth	Social work, drug and alcohol, recreation, mental health.	2	5.4%
Community based care	Support for older people who live alone.	1	2.7%

Drug and alcohol support	Youth specific services	1	2.7%
Gambling	Potential for introduction to Pacific Island Evaluation.	1	2.7%
Information technology	Greater internet access for communities.	1	2.7%
Poverty	Individual case management to break the poverty cycle; budget advice.	1	2.7%
Services for refugees	Social work, mental health, older people, youth.	1	2.7%

Table 3.5: Suggestions for additional services by Human Rights organisations

Issue	Comments	Numbers of responses	% of Respondents
Funding restrictions	Current services are adequate but could vastly be improved by more funding.	2	6.9%
Lack of public awareness	Service is well provided but many are missing out due to limited knowledge of the services available.	3	10.3%
Families and young parents	Parenting courses; support for young parents, particularly with children with complex/mental health needs; guidance for parent-teen relationships.	4	13.8%
Preschool services	Particularly for children with special needs.	1	3.4%
Respite care	For stressed mothers, parents of children with poor mental health.	1	3.4%
Accessibility	Increased accessibility through establishment of community centres.	2	6.9%
Disability services	A continual need for improvement/ expansion of capacity.	1	3.4%
Gambling	Potential for introduction to Pacific Island Evaluation.	1	3.4%

Multicultural services	A need for interpreters/ bilingual service workers.	2	6.9%
Services for refugees	Social work, mental health, older people, youth	1	3.4%
Sexual abuse	A house for women who are victims of sexual abuse; education and prevention.	2	6.9%

Table 3.6: Suggestions for additional services by Paid Work organisations

Issue	Comments	Numbers of responses	% of Respondents
Funding restrictions	Current services are adequate but could vastly be improved by more funding.	1	6.7%
Families and young parents	Residential provision for parents of children with special needs.	1	6.7%
Services for youth	Social work; drug and alcohol support.	1	6.7%
Accessibility	Increased accessibility through establishment of community centres.	1	6.7%
Disability services	A continual need for improvement/ expansion of capacity.	1	6.7%
Gambling	Potential for introduction to Pacific Island Evaluation.	1	6.7%
Poverty	Individual Case Management to break the poverty cycle.	1	6.7%
Information technology	Greater internet access for communities.	1	6.7%

Table 3.7: Suggestions for additional services by Economic Standard of Living organisations

Issue	Comments	Numbers of responses	% of Respondents
Funding restrictions	Current services are adequate but could vastly be improved by more funding.	1	6.7%

Lack of public awareness	Service is well provided but many are missing out due to limited knowledge of the services available.	1	6.7%
Families and young parents	Parenting courses; support for young parents.	2	13.3%
Male staff	A particular need for male child workers and to provide advice to new/single fathers.	1	6.7%
Gambling	Potential for introduction to Pacific Island Evaluation.	1	6.7%
Poverty	Individual Case Management to break the poverty cycle.	1	6.7%
Services for refugees	Social work, Mental health, older people, youth.	1	6.7%
Information technology	Greater internet access for communities.	1	6.7%

Table 3.8: Suggestions for additional services by Sport and Recreation organisations

<i>Issue</i>	<i>Comments</i>	Numbers of responses	% of Respondents
Funding restrictions	Current services are adequate but could vastly be improved by more funding.	1	6.7%
Families and young parents	Parenting courses; support for young parents, Residential support for special needs.	2	13.3%
Youth/ child minding	Greater provision of holiday care and out of school care.	2	13.3%
Services for youth	Generally; social work; recreation.	6	40%
Disability services	A continual need for improvement/ expansion of capacity.	2	13.3%
Drug and alcohol support	Youth specific services.	1	6.7%

Poverty	Provision of budget advice.	1	6.7%
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Table 3.9: Suggestions for additional services by Arts, Crafts and Hobbies organisations

<i>Issue</i>	<i>Comments</i>	<i>Numbers of responses</i>	<i>% of Respondents</i>
Funding restrictions	Current services are adequate but could vastly be improved by more funding.	1	8.3%
Families and young parents	Parenting courses; support for young parents.	1	8.3%
Maori staff	More qualified Maori	1	8.3%
Services for youth	Recreation; greater provision of holiday programmes.	2	16.7%
Disability services	A continual need for improvement/ expansion of capacity.	1	8.3%

Table 3.10: Suggestions for additional services by Kaupapa Maori and Culture and Identity organisations

<i>Issue</i>	<i>Comments</i>	<i>Numbers of responses</i>	<i>% of Respondents</i>
Funding restrictions	Current services are adequate but could vastly be improved by more funding.	3	21%
Families and young parents	Parenting courses; support for young parents, particularly with children.	1	7%
Maori staff	Need for more qualified Maori.	2	14%
Gambling	Growing issues Evaluation.	2	14%
Services for refugees	Social work, mental health, older people, youth	1	7%

Question 4: What are the key factors that lead to successful outcomes for your clients?

Table 4.1: Key factors for success for Health organisations

Issue	Comments	Numbers of responses	% of Respondents
Staff	A high level of commitment, skill and personal investment in the job.	36	32.4%
Length of care	Ongoing support and follow up procedures.	9	8.1%
Co-ordination of agencies	Networking with agencies to ensure best service eg Client referral to most appropriate provider.	13	11.7%
Good environment for progress	Combined product of the attitudes and commitment of staff and clientele, organisation philosophy, confidentiality and so on.	14	12.6%
Commitment to clients	Belief in clients supported through strong/low ratio client staff relationships.	14	12.6%
Support	Groups and services in addition to central function of services, networks among like individuals.	6	5.4%
Organisational philosophy	Tried and true, reflects unique nature of cause eg. client focussed, holistic.	14	12.6%
Affordability	Minimal cost to ensure that the service is used by those who need it eg. Free, donation only.	9	8.1%
Availability and accessibility	(Can be a function of cost) eg. Minimal waiting lists, quick response and early intervention.	15	13.5%
Choice and flexibility	Systems of delivery suit clients, wide range of services/ clients involved in service development.	13	11.7%
Client attitude	Committed to own cause.	7	6.3%
Aiming for independence	For the self-empowerment of clients, raised esteem and personal evaluation.	8	7.2%

Information	Providing clients with good advice, relevant information regarding available services, their issues.	4	3.6%
Enlisting support networks	Valuing the involvement of parents, families, friends and community.	9	8.1%
Cultural relevance	Catering to different world views/ provision by Maori for Maori.	4	3.6%
Good physical environment	Premises, facilities and technological support.	5	4.5%
Information base	Programme based upon research and ongoing service evaluation.	4	3.6%
Advocacy and advertising	Active promotion of organisation.	7	6.3%
Staff training	Ongoing staff education.	1	0.9%
Staff incomes	Secure and consistent.	1	0.9%
Funding	Successful funding arrangements eg. contracts.	3	2.7%
Standards and guidelines	Professional, written standards/ good planning process	1	0.9%

Table 4.2: Key factors for success for Knowledge and Skills organisations

Issue	Comments	Numbers of responses	% of Respondents
Staff	A high level of commitment, skill and personal investment in the job.	17	27%
Timing	Ongoing services and follow up procedures.	3	4.8%
Co-ordination of agencies	Networking with agencies to ensure best service eg. client referral to most appropriate provider.	8	12.7%
Successful creation of an environment for	Combined product of the attitudes and commitment of staff and clientele, organisation philosophy, confidentiality and	6	9.5%

progress	so on		
Commitment to clients	Belief in clients supported through strong/low ratio client staff relationships.	3	4.8%
Support	Groups and services in addition to/as central function of services, networks among like individuals.	1	1.6%
Organisational philosophy	Tried and true, reflects unique nature of cause eg. client focussed, holistic.	4	6.3%
Affordability	Minimal cost to ensure that the service is used by those who need it eg. free, donation only.	4	6.3%
Availability and accessibility	(Can be a function of cost) eg. Minimal waiting lists, quick response and early intervention.	8	12.7%
Choice and flexibility	Flexible systems and use of needs assessment to facilitate service delivery that suits clients, wide range of services/ clients involved in service development.	9	14.3%
Client attitude	Committed to own cause.	1	1.6%
Aiming for independence	For the self-empowerment of clients, raised esteem and personal evaluation.	6	1%
Information	Providing clients with good advice, relevant information regarding available services, their issues.	4	6.3%
Enlisting support networks	Valuing the involvement of parents, families, friends and community.	9	14.3%
Cultural relevance	Catering to different world views/ provision by Maori for Maori.	2	3.2%
Good physical environment	Premises, facilities and technological support.	2	3.2%
Information base	Programme based upon research and ongoing service evaluation.	2	3.2%
Advocacy and advertising	Active promotion of organisation.	5	7.9%

Funding	Successful funding levels/ arrangements.	2	3.2%
Standards and guidelines	Professional, written standards/ good planning process.	1	1.6%

Table 4.3: Key factors for success for Safety and Security organisations

Issue	Comments	Numbers of responses	% of Respondents
Staff	A high level of commitment, skill and personal investment in the job.	15	37.5%
Timing	Ongoing support and follow up procedures.	5	12.5%
Co-ordination of agencies	Networking with agencies to ensure best service eg. Client referral to most appropriate provider.	4	10%
Good environment for progress	Combined product of the attitudes and commitment of staff and clientele, organisation philosophy, confidentiality and so on.	5	12.5%
Commitment to clients	Belief in clients supported through strong/low ratio client staff relationships.	10	25%
Support	Groups and services in addition to central function of services, networks among like individuals.	3	7.5%
Organisational philosophy	Tried and true, reflects unique nature of cause eg. client focussed, holistic.	7	17.5%
Affordability	Minimal cost to ensure that the service is used by those who need it eg. free, donation only.	3	7.5%
Availability and accessibility	(Can be a function of cost) eg. minimal waiting lists, Quick response and early intervention.	9	22.5%
Choice and flexibility	Systems of delivery suit clients, wide range of services/ Clients involved in service development.	3	7.5%
Client attitude	Committed to own cause.	4	10%

Aiming for independence	For the self-empowerment of clients, raised esteem and personal evaluation.	6	15%
Information	Providing clients with relevant information regarding available services, their issues.	1	2.5%
Enlisting support networks	Valuing the involvement of parents, families, friends and community.	7	17.5%
Cultural relevance	Catering to different world views/ provision by Maori for Maori.	2	5%
Good physical environment	Successful use of technology.	1	2.5%
Information base	Programme based upon research and ongoing service evaluation.	1	2.5%
Advocacy and advertising	Active promotion of organisation.	3	7.5%
Funding	Successful contractual funding arrangements.	1	2.5%
Standards and guidelines	Professional, written standards/ good planning process.	4	10%

Table 4.4: Key factors for success for Social Connectedness organisations

Issue	Comments	Numbers of responses	% of Respondents
Staff	A high level of commitment, skill and personal investment in the job.	14	37.8%
Timing	Ongoing services and follow up procedures.	2	5.4%
Co-ordination of agencies	Networking with agencies to ensure best service eg client referral to most appropriate provider.	6	16.2%
Good environment for progress	Combined product of the attitudes and commitment of staff and clientele, organisation philosophy, confidentiality and so on.	5	13.5%
Commitment to	Belief in clients supported through	6	16.2%

clients	strong/low ratio client staff relationships.		
Support	Groups and services in addition to central function of services, networks among like individuals.	3	8%
Organisational philosophy	Tried and true, reflects unique nature of cause eg client focussed, holistic.	8	21.6%
Affordability	Minimal cost to ensure that the service is used by those who need it eg. Free, donation only.	4	10.8%
Availability and accessibility	(Can be a function of cost) eg. minimal waiting lists, quick response and early intervention.	4	10.8%
Choice and flexibility	Systems of delivery suit clients, wide range of services/ clients involved in service development.	3	8.1%
Aiming for independence	For the self-empowerment of clients, raised esteem and personal evaluation.	4	10.8%
Enlisting support networks	Valuing the involvement of parents, families, friends and community.	2	5.4%
Cultural relevance	Provision by Maori for Maori.	1	2.7%
Information base	Programme based upon research and ongoing service evaluation.	2	5.4%
Advocacy and advertising	Active promotion of organisation.	2	5.4%
Standards and guidelines	Professional, written standards/ good planning process.	1	2.7%

Table 4.5: Key factors for success for Human Rights organisations

Issue	Comments	Number of Responses	% of Respondents
Staff	A high level of commitment, skill and personal investment in the job.	6	
Timing	Ongoing services.	3	

Co-ordination of agencies	Networking with agencies to ensure best service eg. client referral to most appropriate provider.	8	
Good environment for progress	Combined product of the attitudes and commitment of staff and clientele, organisation philosophy, confidentiality and so on.	3	
Commitment to clients	Belief in clients supported through strong/low ratio client staff relationships.	4	
Support	Groups and services in addition to central function of services/ facilitation of networks among like individuals.	3	
Organisational philosophy	Tried and true, reflects unique nature of cause eg. client focussed, holistic.	5	
Affordability	Minimal cost to ensure that the service is used by those who need it eg. free, donation only.	2	
Availability and accessibility	(Can be a function of cost) eg. minimal waiting lists, quick response and early intervention.	6	
Choice and flexibility	Systems of delivery suit clients/ clients involved in service development.	1	
Aiming for independence	For the self-empowerment of clients, raised esteem and personal evaluation.	2	
Information	Providing clients with relevant information regarding available services, their issues.	2	
Enlisting support networks	Valuing the involvement of parents, families, friends and community.	2	
Cultural Relevance	Provision by Maori for Maori.	1	
Good physical environment	Successful use of technology.	1	
Information base	Programme based upon research and ongoing service evaluation.	2	

Advocacy	Active promotion of organisation.	3	
Standards and guidelines	Professional, written standards/ good planning process.	1	

Table 4.6: Key factors for success for Paid Work organisations

Issue	Comments	Number of Responses	% of Respondents
Staff	A high level of commitment, skill and personal investment in the job.	1	6.7%
Co-ordination of agencies	Networking with agencies to ensure best service eg client referral to most appropriate provider	4	26.7%
Commitment to clients	Belief in clients supported through strong/low ratio client staff relationships.	2	13.3%
Support	Groups and services in addition to central function of services/ facilitation of networks among like individuals.	5	33.3%
Organisational philosophy	Tried and true, reflects unique nature of cause eg. client focussed, holistic.	2	13.3%
Aiming for independence	For the self-empowerment of clients, raised esteem and personal evaluation.	1	6.7%
Enlisting support networks	Valuing the involvement of parents, families, friends and community.	1	6.7%
Cultural relevance	Catering to different world views/ Provision by Maori for Maori.	2	13.3%

Table 4.7: Key factors for success for Economic Standard of Living organisations

Issue	Comments	Number of Responses	% of Respondents
Staff	Highly qualified and professional staff.	1	6.7%
Co-ordination of agencies	Networking with agencies to ensure best service eg. client referral to most	4	26.7%

	appropriate provider		
Length of care	Ongoing support and follow up procedures.	2	13.3%
Commitment to clients	Strong/low ratio client staff relationships.	1	6.7%
Support	Groups and services in addition to central function of services, networks among like individuals.	1	6.7%
Organisational philosophy	Tried and true, reflects unique nature of cause eg. client focussed, holistic.	1	6.7%
Availability and accessibility	(Can be a function of cost) eg. minimal waiting lists, Quick response and early intervention.	2	13.3%
Choice and flexibility	Wide range of services.	2	13.3%
Aiming for independence	For the self-empowerment of clients, raised esteem and personal evaluation.	4	26.7%
Cultural relevance	Catering to different world views/ Provision by Maori for Maori.	2	13.3%
Advocacy	Active promotion of organisation.	1	6.7%

Table 4.8: Key factors for success for Sport and Recreation organisations

Issue	Comments	Number of Responses	% of Respondents
Staff	A high level of commitment, skill and personal investment in the job.	5	33.3%
Timing	Ongoing services.	1	6.7%
Co-ordination of agencies	Networking with agencies to ensure best service eg. Client referral to most appropriate provider.	2	13.3%
Commitment to clients	Strong/low ratio client staff relationships.	1	6.7%
Support	Groups and services in addition to central function of services, networks among like	1	6.7%

	individuals.		
Organisational philosophy	Tried and true, reflects unique nature of cause eg. client focussed, holistic.	1	6.7%
Choice and flexibility	Flexible systems of delivery to suit characteristics of clients.	1	6.7%
Aiming for independence	For the self-empowerment of clients, raised esteem and personal evaluation.	1	6.7%
Cultural relevance	Provision by Maori for Maori.	1	6.7%
Information base	Programme based upon research and ongoing service evaluation.	1	6.7%
Advocacy	Active promotion of organisation.	1	6.7%
Information	Providing clients with relevant information regarding available services.	1	6.7%
Good physical environment	Facilities/ premises.	1	6.7%

Table 4.9: Key factors for success for Arts, Crafts and Hobbies organisations

Issue	Comments	Number of Responses	% of Respondents
Staff	A high level of commitment, skill and personal investment in the job.	5	
Organisational philosophy	Tried and true, reflects unique nature of cause.	2	
Choice and flexibility	Wide range of services available.	1	
Cultural relevance	Catering to different world views/ Provision by Maori for Maori.	2	
Information	Providing clients with relevant information regarding available services.	1	

Table 4.10: Key factors for success for Kaupapa Maori and Culture and Identity organisations

Issue	Comments	Number of Responses	% of Respondents
Staff	A high level of commitment, skill and personal investment in the job.	5	36%
Timing	Ongoing services.	2	14%
Co-ordination of agencies	Networking with agencies to ensure best service eg. client referral to most appropriate provider	6	42%
Commitment to clients	Strong/low ratio client staff relationships.	5	36%
Support	Groups and services in addition to central function of services, networks among like individuals.	2	14%
Organisational philosophy	Tried and true, reflects unique nature of cause. Kaupapa Maori.	2	14%
Aiming for independence	For the self-empowerment of clients, raised esteem and personal evaluation.	3	21%
Cultural relevance	Provision by Maori for Maori.	1	7%
Advocacy	Active promotion of organisation.	2	14%

Question 5: What are the key factors that enable your organisation to function well?

Table 5.1 Factors enabling Health organisations to function well

Issue	Comments	Number of Responses	% of Respondents
Staff and volunteers	A high level of commitment, skill and personal investment in the job.	69	62%
Staff training	Active staff education to maintain high and relevant skills and qualification levels.	20	18%
Management and leadership	Successful organisational structure/ Strong management/Committed and skilled boards and committees.	32	28.8%
Policies and planning	Procedures and standards of operation/ Annual plans and objectives.	12	10.8%
Funding and resources	Of a level that facilitates the achievement of goals/ Funds are well managed.	27	24.3%
Agency networks	Developing strong working relationships with other, related organisations in pursuit of like goals.	13	11.7%
Independence	Maintenance of complete independence from other organisations.	1	.9%
Experience and reputation	Respected organisation with a well established history of operation.	10	9%
Networks for the individual	Approach that requires the support of families and friends for the benefit of the individual.	15	13.5%
Collaboration	Approach to planning and service delivery that is multidisciplinary/involves key agents eg. parents.	5	4.5%
Community support	The organisation is supported by the community.	5	4.5%
Community focus	Local developed initiatives for the local community.	2	1.8%

Organisational philosophy	Facilitates the achievement of the unique objectives of organisation.	7	6.3%
Government support	District Health Board; central government.	7	6.3%
Affordability	Minimised costs to ensure that the service is used by those who need it.	3	2.7%
Client attitude	Committed to own cause.	2	1.8%
Environment for progress	Secure/ welcoming/ confidential.	4	3.6%
Physical environment	Ideal premises and facilities.	4	3.6%
Choice for clients	Availability of a wide range of referral options.	1	.9%
Lack of choice for clients	The organisation is the only one of its kind.	2	1.8%
Service quality	On a par with private providers.	4	3.6%
Quality assurance	Established systems for service evaluation and/or feedback.	3	2.7%
Employment	Positive working environment /ability to offer stable employment to staff/ Opportunities for professional development.	5	4.5%
Needs assessment	Systems to ensure that the client is getting the care that they need with good referral procedures.	2	1.8%
Public awareness/ promotion	High community awareness of the organisation and its functions.	3	2.7%
Information technology	Excellent IT knowledge and skills.	1	.9%
Bureaucracy	Minimal bureaucratic restraints.	1	.9%

Table 5.2: Factors enabling Knowledge and Skills organisations to function well

Issue	Comments	Number of Responses	% of Respondents
Staff and volunteers	A high level of commitment, skill and personal investment in the job.	44	69.8%
Staff training	Active staff education to maintain high and relevant skills and qualification levels.	2	3.2%
Management and leadership	Successful organisational structure/ Strong management/Committed and skilled boards and committees.	16	23.4%
Policies and planning	Procedures and standards of operation/ Annual plans and objectives.	3	4.8%
Funding and resources	Of a level that facilitates the achievement of goals/ Funds are well managed.	20	31.7%
Agency networks	Developing strong working relationships with other, related organisations in pursuit of like goals.	7	11%
Experience and reputation	Respected organisation with a well established history of operation.	10	15.9%
Networks for the individual	Approach that requires the support of families and friends for the benefit of the individual.	11	17.5%
Collaboration	Approach to planning and service delivery that is multidisciplinary/ involves key agents eg. parents.	3	4.8%
Community support	The organisation is supported by the community.	3	4.8%
Community focus	Local developed initiatives for the local community	1	1.6%
Organisational philosophy	Facilitates the achievement of the unique objectives of organisation	5	7.9%
Government support	District Health Board; central government.	2	3.2%
Environment for	Secure/ welcoming/ confidential.	1	1.6%

progress			
Physical environment	Ideal premises and facilities.	4	6.4%
Choice offered to clients	Availability of a wide range of referral options.	1	1.6%
Quality assurance	Established systems for service evaluation and/or feedback.	1	1.6%
Employment	Positive working environment /Ability to offer stable employment to staff/ opportunities for professional development.	1	1.6%
Public awareness/ promotion	High community awareness of the organisation and its functions.	2	3.2%

Table 5.3: Factors enabling Safety and Security organisations to function well

Issue	Comments	Number of Responses	% of Respondents
Staff and volunteers	A high level of commitment, skill and personal investment in the job.	32	80%
Staff training	Active staff education to maintain high and relevant skills and qualification levels.	7	17.5%
Management and leadership	Successful organisational structure/ strong management/ committed and skilled boards and committees.	13	32.5%
Policies and planning	Procedures and standards of operation/ Annual plans and objectives.	10	25%
Funding and resources	Of a level that facilitates the achievement of goals/ funds are well managed.	8	20%
Agency networks	Developing strong working relationships with other, related organisations in pursuit of like goals.	13	32.5%
Experience and reputation	Respected organisation with a well established history of operation.	3	7.5%
Building networks	Approach that requires the support of	2	5%

for the individual	families and friends for the benefit of the individual.		
Collaboration	Approach to planning and service delivery that is multidisciplinary/ involves key agents eg. parents.	4	10%
Community support	The organisation is supported by the community.	2	5%
Community focus	Local developed initiatives for the local community.	1	2.5%
Organisational philosophy	Facilitates the achievement of the unique objectives of organisation.	1	2.5%
Government support	District Health Board; central government.	1	2.5%
Affordability	Minimised costs to ensure that the service is used by those who need it.	1	2.5%
Environment for progress	Secure/ welcoming/ confidential.	2	5%
Choice for clients	Availability of a wide range of referral options.	1	2.5%
Service quality	On a par with private providers	1	2.5%
Quality assurance	Established systems for service evaluation and/or feedback.	1	2.5%
Needs assessment	Systems to ensure that the client is getting the care that they need with good referral procedures.	1	2.5%
Information technology	Excellent IT knowledge and skills.	1	2.5%

Table 5.4: Factors enabling Social Connectedness organisations to function well

Issue	Comments	Number of Responses	% of Respondents
Staff and	A high level of commitment, skill and	23	62.2%

volunteers	personal investment in the job.		
Staff training	Active staff education to maintain high and relevant skills and qualification levels.	5	13.5%
Management and leadership	Successful organisational structure/ strong management/ committed and skilled boards and committees.	8	21.6%
Policies and planning	Procedures and standards of operation/ continual evaluation of annual plans and objectives.	5	13.5%
Funding and resources	Of a level that facilitates the achievement of goals/ funds are well managed.	10	27%
Agency Networks	Developing strong working relationships with other, related organisations in pursuit of like goals.	8	21.6%
Experience and reputation	Respected organisation with a well established history of operation	5	13.5%
Networks for the individual	Incorporating the support of families and friends for the benefit of the individual.	3	8%
Collaboration	Approach to planning and service delivery that is multidisciplinary/ involves key agents eg. parents.	2	5%
Community support	The organisation is supported by the community.	2	5%
Community focus	Local developed initiatives for the local community.	1	2.7%
Organisational philosophy	Facilitates the achievement of the unique objectives of organisation.	1	2.7%
Environment for progress	Secure/ welcoming/ confidential.	1	2.7%
Physical environment	Ideal facilities.	1	2.7%
Choice for clients	Availability of a wide range of referral options.	1	2.7%
Service quality	On a par with private providers.	1	2.7%

Employment	Positive working environment.	1	2.7%
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Table 5.5: Factors enabling Human Rights organisations to function well

Issue	Comments	Number of Responses	% of Respondents
Staff and volunteers	A high level of commitment, skill and personal investment in the job.	18	62%
Staff training	Active staff education to maintain high and relevant skills and qualification levels.	2	6.9%
Management and leadership	Successful organisational structure/ strong management/ committed and skilled boards and committees.	6	20.6%
Policies and Planning	Procedures and standards of operation/ up to date annual plans and objectives.	3	10.3%
Funding and resources	Of a level that facilitates the achievement of goals/ funds are well managed.	9	31%
Agency networks	Developing strong working relationships with other, related organisations in pursuit of like goals.	7	24%
Experience and reputation	Respected organisation with a well established history of operation.	4	13.8%
Networks for the individual	Approach that requires the support of families and friends for the benefit of the individual.	2	6.9%
Collaboration	Approach to planning and service delivery that involves key agents eg. parents.	3	10.3%
Community support	The organisation is supported by the community.	2	6.9%
Organisational philosophy	Facilitates the achievement of the unique objectives of organisation.	1	3.4%
Affordability	Minimised costs to ensure that the service is used by those who need it	2	6.9%
Choice for clients	Availability of a wide range of referral	1	3.4%

	options.		
Service quality	On a par with private providers.	1	3.4%
Employment	Positive working environment.	2	6.9%
Needs assessment	Systems to ensure that the client is getting the care that they need with good referral procedures.	1	3.4%

Table 5.6: Factors enabling Paid Work organisations to function well

Issue	Comments	Number of Responses	% of Respondents
Staff and volunteers	A high level of commitment, skill and personal investment in the job.	9	60%
Management and leadership	Successful organisational structure/ strong management/ committed and skilled boards and committees.	2	13.3%
Funding and resources	Of a level that facilitates the achievement of goals/ Funds are well managed	2	13.3%
Agency networks	Developing strong working relationships with other, related organisations in pursuit of like goals.	1	6.7%
Experience and reputation	Respected organisation with a well established history of operation.	1	6.7%
Community support	The organisation is supported by the community.	1	6.7%
Organisational philosophy	Facilitates the achievement of the unique objectives of organisation.	2	13.3%
Affordability	Minimised costs to ensure that the service is used by those who need it.	1	6.7%
Choice for clients	Availability of a wide range of referral options.	1	6.7%
Service quality	On a par with private providers.	1	6.7%

Table 5.7: Factors enabling Economic Standard of Living organisations to function well

Issue	Comments	Number of Responses	% of Respondents
Staff and volunteers	A high level of commitment, skill and personal investment in the job.	12	80%
Staff training	Active staff education to maintain high and relevant skills and qualification levels.	2	13.3%
Management and leadership	Successful organisational structure/ strong management/committed and skilled boards and committees.	6	40%
Funding and resources	Of a level that facilitates the achievement of goals/ Funds are well managed.	4	26.7%
Agency Networks	Developing strong working relationships with other, related organisations in pursuit of like goals.	2	13.3%
Experience and reputation	Respected organisation with a well established history of operation.	3	20%
Environment for progress	Secure/ welcoming/ confidential.	1	6.7%
Physical environment	Ideal facilities.	1	6.7%
Choice for clients	Availability of a wide range of referral options.	1	6.7%
Service quality	On a par with private providers.	1	6.7%
Quality assurance	Established systems for service evaluation and/or feedback.	1	6.7%

Table 5.8: Factors enabling Sport and Recreation organisations to function well

Issue	Comments	Number of Responses	% of Respondents
Staff and volunteers	A high level of commitment, skill and personal investment in the job.	7	46.7%
Staff training	Active staff education to maintain high and	1	6.7%

	relevant skills and qualification levels.		
Management and leadership	Successful organisational structure/ strong management/ committed and skilled boards and committees.	4	26.7%
Policies and planning	Procedures and standards of operation/ annual plans and objectives.	1	6.7%
Funding and resources	Of a level that facilitates the achievement of goals/ funds are well managed.	1	6.7%
Agency networks	Developing strong working relationships with other, related organisations in pursuit of like goals.	4	26.7%
Experience and reputation	Respected organisation with a well established history of operation.	3	20%
Networks for the individual	Approach that requires the support of families and friends for the benefit of the individual.	1	6.7%
Organisational philosophy	Facilitates the achievement of the unique objectives of organisation.	3	20%
Physical environment	Ideal facilities.	1	6.7%

Table 5.9: Factors enabling Arts, Crafts and Recreation organisations to function well

Issue	Comments	Number of Responses	% of Respondents
Staff and volunteers	A high level of commitment, skill and personal investment in the job.	6	50%
Staff training	Active staff education to maintain high and relevant skills and qualification levels.	1	8.3%
Management and leadership	Successful organisational structure/ strong management/ committed and skilled boards and committees.	4	33.3%
Funding and resources	Of a level that facilitates the achievement of goals/ Funds are well managed.	1	8.3%

Networks for the individual	Approach that requires the support of families and friends for the benefit of the individual.	1	8.3%
Community focus	Local developed initiatives for the local community.	1	8.3%
Organisational philosophy	Facilitates the achievement of the unique objectives of organisation.	1	8.3%
Affordability	Minimised costs to ensure that the service is used by those who need it.	1	8.3%
Environment for progress	Secure/ welcoming/ confidential.	1	8.3%
Physical environment	Ideal facilities.	3	25%

Table 5.10: Factors enabling Kaupapa Māori and Culture and Identity organisations to function well

Issue	Comments	Number of Responses	% of Respondents
Staff and volunteers	A high level of commitment, skill and personal investment in the job.	8	57%
Staff training	Active staff education to maintain high and relevant skills and qualification levels.	1	7%
Management and leadership	Successful organisational structure/ strong management/ committed and skilled boards and committees.	6	42%
Policies and planning	Procedures and standards of operation/ Annual plans and objectives.	2	14%
Funding and resources	Of a level that facilitates the achievement of goals/ funds are well managed.	3	21%
Agency networks	Developing strong working relationships with other, related organisations in pursuit of like goals. Links with whānau, hapu and iwi	3	21%
Experience and	Respected organisation with a well	3	21%

reputation	established history of operation.		
Organisational philosophy	Facilitates the achievement of the unique objectives of organisation.	2	14%
Environment for progress	Secure/ welcoming/ confidential.	1	7%
Quality assurance	Established systems for service evaluation and/or feedback.	1	7%
